

EMS MANAGEMENT SUPPORT SPECIALIST

NATURE OF WORK

This is professional administrative work with responsibility for assisting in the overall management of the business functions of the Lincoln Fire and Rescue Department.

Work involves responsibility for assisting Chief Officers with the primary responsibility for reviewing and coordinating the emergency services and ambulance service division and field operations of the Department. Work also involves managing emergency medical service supply and equipment specifications, procurement and distribution; supporting the quality assurance process as directed; and providing emergency medical service public awareness and educational programs as directed. Coordinates ambulance vehicle maintenance; repairs and monitors vehicle use and fleet rotation. Work may also involve supporting other functions of the Department including logistical support of the medical component of the USAR task force. Work is performed with considerable independence as to operating details with general direction received from the Deputy Fire Chief of EMS.

EXAMPLES OF WORK PERFORMED

Manages emergency medical services supplies and equipment specifications, procurement and distribution; manages supply levels and distributes equipment to all providers.

Assists with control maintenance and training on all monitors; acts as liaison to manufacturers for continued maintenance on all monitors, stretchers and ambulances.

Assists in developing emergency medical services budget and in preparing specifications for the purchase of new equipment.

Manages controlled medications to ensure State and Federal rules and laws are met; maintains all DEA licensure and records for use and dissemination of all controlled drugs; assists USAR task force in monitoring, ordering and taking inventory of medical supplies.

Checks station supply orders to ensure they comply with department policies; prepares invoices for payment.

Supports quality assurance process as directed.

Provides emergency medical service public awareness and educational programs; assists in the research and development of educational and informational materials.

Coordinates ambulance vehicle maintenance and repairs; monitors fleet rotations.

Evaluates daily call entries to ensure they are completed in a timely manner and all appropriate supporting documentation is completed.

Reviews and analyzes records, reports and directives; confers with Fire Department supervisors to obtain required data.

Works with hospitals to obtain insurance and billing information for the business office; maintains general principals and practices of government and private insurance rules and regulations related to ambulance services.

Schedules ambulance stand-by duties and assists with staffing using on or off duty personnel to ensure ambulance customer's needs are met; completes appropriate billing documentation for stand-by services; monitors and procures all stand-by contracts; monitors and enters all overtime staffing for payroll purposes.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of the various types of equipment utilized in the delivery of emergency medical services.

Considerable knowledge of the design, construction, repair history and maintenance requirements of a wide variety of both conventional and specialized emergency medical services equipment.

Considerable knowledge of the principles of pre-hospital emergency care and ambulance transportation.

Considerable knowledge of the policies and procedures of customer relations, specifically with respect to billing, collecting and answering customer inquiries.

Knowledge of modern office management practices and equipment.

Ability to establish and maintain effective working relationships with supervisors, co-workers and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four year college or university with major course work in accounting, business or public administration or related field; and considerable professional level management experience in the emergency medical services field providing ambulance operations.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university with major course work in accounting, business or public administration or related field; and professional level management experience in a health related field; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

Approved by: _____
Department Head

Personnel Director

07/2004

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